

## Raymond W. Bliss Army Health Center

Fort Huachuca, Arizona 85613-7040

Appointment line (520) 533-9200

### **GENERAL INFORMATION ( Updated: 26 March 2007 )**

1. R.W. Bliss Army Health Center (RWBAHC) provides primary care (all ages), internal medicine, general surgery clinic and same day procedures, orthopedic clinic and same day procedure, physical therapy, optometry (active duty only) and preventive medicine consultations Monday thru Friday, 0730-1630. RWBAHC does **not** have 24/7 emergency room capability. Emergency Room care is provided by Sierra Vista Regional Health Center Emergency Room. Access to medical care at RWBAHC is by appointment, unless otherwise stated. **RWBAHC's clinics and services (including the Military Medicine Clinic) are closed the 1<sup>st</sup>, 2<sup>nd</sup>, and 5<sup>th</sup> Thursday mornings of each month due to Sergeants' Time and other required staff training.**

2. **Weekend / Holiday Access Clinic (WHAC) :** Urgent and acute minor illness medical care is provided for active duty personnel and TRICARE Prime enrolled beneficiaries. Please call **533-9165** during this clinic's hours to schedule an appointment. Clinic hours of operation are 0800-1200. The clinic is located in the main Health Center, Bldg 45001, side entrance to the left of the main entrance.

3. TRICARE Prime beneficiaries who have urgent or acute medical issues during times when the RWBAHC is closed **MUST** contact their Primary Care Manager (PCM) **prior to seeking medical care. To reach the PCM on call, telephone (520) 533-2433.**

### **APPOINTMENTS**

**To access RWBAHC medical appointments please call 533-9200 from 0600-1500 Monday thru Friday.**

**Please Note: From 0600 to 0730 only active duty appointment requests are accepted. After 0730 any eligible beneficiary may call for an available appointment.** This automated phone system can be used to schedule appointments, request general information, contact clinic staff, or cancel an appointment. Cancellations can also be done 24/7 by calling 533-2148 and leaving the requested information.

### **ACTIVE DUTY PATIENTS – Department of Military Medicine**

a. **Active duty permanent party military, Officer Basic and Advance course students, and NCO Academy students,** receive medical care at **RWBAHC, Bldg 45001, M-F 0700-1600 by appointment only.** Patients must call (520) 533-9200 to schedule an appointment. Please call 533-2627 for clinic assistance or information.

b. **Flight personnel, AIT and reclass students** receive their medical care at the **MI Student Clinic, Bldg #84550A.** Hours of operation are Monday thru Friday 0500-1600. *Flight personnel* call 533-9200 for appointments. *Student Sick Call triage is performed at the Readiness Center, BLDG #81501 starting at 0445.* Students should check with their Drill Sergeants for a sick call slip. Please call 533-6709 for clinic information or assistance.

c. **Readiness Center** (Formerly the RAY Troop Medical Clinic) **Bldg #81501,** Monday - Fridays 0800-1500. All active duty installation medical In/Out processing, individual medical readiness activities, MEDPROS updates, deployment SRP medical activities and post deployment health reassessment evaluations are provided at this site. Please call 533-4763 for information or assistance.

### **FAMILY MEMBERS AND RETIREES – Family Care Clinics**

**All other patients (family members and retirees)** receive primary medical care by appointment at **R.W. Bliss Army Health Center Family Care Clinic, Bldg 45001. For appointments, call (520) 533-9200 from 0730-1500.**

If you need a medication refill, please call your provider's nurse at the numbers below. If you need to contact your Primary Care Manager (PCM) on other issues, please call 533-9200 and leave a message. Expected timeframe for PCM to patient response is within 72 hours.

#### **533-9047**

LTC Kreklau	CPT Pflipsen
Dr. Schuler	Ms. Smallwood
Dr. Collazo	CPT Klingensmith
CPT Lundell	Mr. Halderson

#### **533-9291**

Dr. Avetian
Dr. Reyes
Ms. Conkey

**A Nurse Advice Line** is available Monday-Friday 0730—1600. Prime patients needing family acute medical care guidance should call **533-7033**.

**For family member immunizations:** All family members receive immunizations at the Allergy/Immunization Clinic at the main health center. Patients younger than 4 years of age generally will need an exam (well baby, CDC, School physical) and a doctor's order to receive immunizations. Call the allergy/immunization clinic at 533-8813 for information and current hours. Please ensure all patients have their medical record and yellow shot card.

## **SPECIALTY CLINICS**

**RWBAHC Specialty Clinics require a referral from the patient's PCM** prior to booking an appointment (except Optometry and Behavioral Health). If no telephone number is listed, appointments are booked by calling 533-9200. RWBAHC Specialty Services are listed below. Information about specialty care not available at this facility is provided at the TRICARE Service Center.

Allergy/Immunizations 533-8813	Orthopedics 533-9236
Behavioral Health 533-7030	Physical Exams (active duty) 533-8837
Internal Medicine 533-8727	Physical Therapy 533-9102
Nutrition 533-3536	Preventive Medicine ( <b>Bldg #51005</b> ) 533-3536
Occupational Health 533-9139	General Surgery 533-8788
Optometry (active duty) 533-9197	

## **LAB, RADIOLOGY, AND PHARMACY**

**Laboratory** Information: 533-2918 Hours: Monday-Friday 0700-1630  
Positive strep results are available by calling the Strep Hotline 533-1405 after 1300

**Radiology** Information: 533-2555 Hours: Monday-Friday 0700-1630

**Main Pharmacy** Information: 533-2520 Hours: Mon-Wed, Fri 0730-1700  
Thurs 0800-1700

**Refill Pharmacy @ PX Mall Pharmacy** Hours: 1000-1600 Mon-Fri

RWBAHC prescription refills 24 hour phone-in.....533-1551

RWBAHC prescription refills online at <http://rwbach.huachuca.amedd.army.mil/>

**MAIL ORDER PHARMACY:** If you are a patient on long-term medication, you may want to consider the mail order pharmacy. For details visit [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE) or call 1.866.DOD.TMOP (1.866.363.8667).

### **Points of Contact for Information, located on the 1<sup>st</sup> floor of the main Health Center (except ASAP)**

Patient Advocate	533-2313	Room K-14
Health Benefits Advisor/Debt Collections Officer	533-1204	Room G-31
Exceptional Family Member Program	533-9035	New FCC (Area 102-16)
Medical Evaluation Boards	533-1203	Room G-13
RWBAHC Patient Registration	533-5037/5181	Room G-18
TRICARE Service Center	No Local Number	Rooms K5-7 & K12
TriWest Information & Assistance	1-888-TriWest (1.888.874.9378)	
Army Substance Abuse Program (ASAP)	533-2071	Building #22414

## **CIVILIAN EMERGENCY ROOM AND HOSPITAL – Dial 911 for Emergencies**

The Sierra Vista Regional Health Center is located at 300 El Camino Real. Emergency treatment is available at their emergency room 24 hours a day. **CAUTION:** TRICARE Prime enrollees may incur out-of-pocket costs for inappropriate emergency room use. Check with your Primary Care Manager (PCM) for *guidance*. TRICARE billing of acute or urgent conditions is based on whether a *prudent person* would go to an emergency room for treatment, or wait and see their PCM.

## **Websites**

<http://rwbach.huachuca.amedd.army.mil/>  
<http://www.triwest.com/>

<http://www.tricareonline.com/>  
<http://www.tricare.osd.mil/>